

NEIGHBORHOOD SERVICES SPECIALIST

DISTINGUISHING FEATURES

The fundamental reason the Neighborhood Services Specialist exists to provide highly skilled specialized administrative support for the Code Enforcement Administrative Hearing program, and to provide services to the public by responding to a wide variety of citizen requests and inquiries in City policies and regulations in the Citizen and Neighborhood Resources Department. This classification does not supervise. Work is performed under general supervision by the Neighborhood Services Director.

ESSENTIAL FUNCTIONS

Creates and maintains the administrative hearing calendar.

Coordinates the schedule for the hearings (docket maintenance).

Attends hearings as a witness and records administrative hearings.

Coordinates security for police presence at hearings.

Coordinates with Hearing Officer when there are requests for continuances and re-hearings and sends out correspondence confirming their requests.

Collects fines through mail and walk-ins.

Tracks revenue receipts.

Mails out hearing determinations as written by the Hearing Officer.

Researches and responds to citizen requests in accordance with City policies and regulations.

Submits Graphics requisitions for Code Enforcement forms, business cards, flyers, etc.

Provides Inspectors with CDS information when they call in from the field.

Provides Inspectors with LIS/GIS mapping information when they are in the field.

Files Notices of Violation for Inspectors.

Enter complaint data into the system as needed.

Provide phone and front counter coverage support as needed.

Coordinate abatements with Purchasing department and Inspectors using a Scope of work form that tracks each step of an abatement, and send proper documents to homeowner regarding abatement costs and notice of the filing of a lien.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Administrative hearing and code enforcement computerized data systems including procedures for entry and retrieval of information, applicable codes, and methods of error correction.

City of Scottsdale departments, functions, processes, policies and procedures; and

Microsoft Office software

Ability to:

Communicate and receive feedback objectively.

Effectively meet and deal with the public, including difficult individuals.

Work in and maintain an environment that deals with sensitive and confidential information.

Ability to analyze data and information using established criteria, in order to determine consequences and to identify and select alternatives. Ability to compare, count, differentiate, measure, copy, record and transcribe data and information. Ability to classify, compute, tabulate, and categorize data.

Ability to persuade, convince, and/or train others. Ability to advise and interpret how to apply policies, procedures and standards to specific situations.

Ability to utilize a variety of advisory data and information such as code manuals, City ordinances, directories, State statutes, procedures, guidelines and non-routine correspondence.

Ability to communicate orally and in writing with City personnel, Department personnel and general public.

Listen and communicate effectively, both orally and in writing;

Work independently in the absence of supervision;

Read maps and plats;

Establishes and maintains cooperative working relationships with all City staff, volunteers, citizens, appointed and elected officials, the business community and the general public.

Education & Experience

Any combination of education and experience equivalent to three years of recent direct customer service or public relations experience. Demonstrated experience in providing superior customer service to both internal and external clients. Experience with administrative support for administrative hearing process is helpful.

FLSA Status: Non-exempt

HR Ordinance Status: Classified